Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
March 27, 2002

Agenda

?? Review of Previous Action Items (Rice/Griffin))
  o EIM/XP Final Decision
  o WordPerfect Input
?? Support Center (B. Baker)
?? Business Model Overview (Griffin/Forsyth)

Action Items

Previous Action Times	Status
Brief CIAG members on changes in Operating Plan schedules once all "current development" is complete.	Ongoing
Discuss with the Office of the DOE CIO the possibility of raising the 10MG email file attachment limit.	Brent Baker has contacted the OCIO and is waiting for a response. No response received as of 3/27; will report if information becomes available; action closed.
Provide electronic copy of the OSTI information to CIAG members.	Complete
Provide names to Ted Griffin of individuals in their organization who are required to use WP for documents being sent to the Executive Secretariat.	Complete
Discuss EIM/Office XP options with programs and bring results to next CIAG meeting.	Complete
Provide charts to illustrate the trend of available network storage space and total users.	Complete
Discuss WordPerfect requirements with Jim Solit.	Complete
Provide CIAG members with entire business model.	Complete
Brief CIAG on business model. (Agenda item for next meeting.)	Complete

New Actions from the March 27 Meeting	Assigned To
Follow up on the WordPerfect issue to ensure that budget and platform implications are understood.	T. Griffin P. Burris
Bring Office XP decision forward to the Information Management Board	T. Griffin
Send e-mail reviewing hyperlink instructions or bring the information to the Organizational Administrator (OA) meeting.	B. Baker
Add Historical Exchange Growth chart to CIAG agenda every 3 months.	P. Rice
Investigate the possibility of deleting duplicate e-mail file attachments.	B. Baker

New Actions from the March 27 Meeting	Assigned To
Add columns to the Strategic Plan Project Team interview forms to capture how frequently an activity is done, how many organizations perform the activity, and whether the activity worth automating.	T. Forsythe
Investigate and report to the CIAG possible missing business activities, including laboratory appraisal and performance measures.	T. Forsythe

Review of Previous Action Items (Rice/Griffin)

CIAG members were presented options for the rollout of EIM/XP, which included (1) deploying EIM with Office 2000, (2) initiating a new project to test and rollout Office XP prior to completing implementation of EIM, or (3) putting EIM on hold until XP is implemented in the future. The majority of CIAG members voted for option 2 and this recommendation will be taken to the Information Management (IM) Board.

CIAG members were asked to provide a list of users who require WordPerfect (WP) so an upgrade can be purchased; members reported 62 user names, well beyond what was expected. Dr. Orbach's decision that all SC-1 needs WP, Under Secretary Card's preference for WP, and the requirements of the Chief Financial Officer (CFO) greatly impacted the number of users. Peggy Burris and Ted Griffin will follow up on this issue to ensure that budget and platform implications are understood.

The Worksheet Exchange 1.0 rollout is scheduled for this weekend; Griffin requested and received CIAG approval to proceed as planned. The next step is IM Board approval.

Office of Science Support Center (B. Baker)

The Exchange User list was reviewed. Significant space savings can be realized if users are trained or reminded to use hyperlinks instead of e-mail file attachments. Baker will send an e-mail reviewing the instructions or bring the information to the Organizational Administrator (OA) meeting.

The storage space usage chart requested by the CIAG was presented and will be added as an agenda item every 3 months. Space requirements doubled over 24 months and usage is currently at 40 Gigabytes. Backup of e-mail storage that resides on the server and not in archives takes approximately 22 hours. A new backup system will be in place in several months, but it is not expected to increase backup speed significantly. The major space issue is e-mail file attachments. Along with hyperlink instruction, Baker will also investigate the possibility of deleting duplicate e-mail file attachments.

Review of SC Business Model (Griffin/Forsythe)

At the request of the CIAG, the entire SC business model and follow on interview form was presented and reviewed. Highlights of the discussion included the following.

?? The CIAG expressed concern that critical business activities were not covered in the initial interviews done by the Strategic Planning Project Team (SPPT); however development staff members are already working to further define these critical activities (i.e., they have moved beyond the point where further work on the business model would be useful). SPPT efforts are focused on better defining the business model for capabilities that are planned to be developed during the next year and a half.

?? Legacy applications need to be tied to business activities. Older legacy systems are not working well and the implementation of XP could mean some legacy systems will no longer function. One expectation of the SPPT is to address this issue.

?? Columns should be added to the interview form to capture how frequently an activity is done, how many organizations perform the activity, and whether the activity is worth automating.

?? The business model is still very solid; however, possible missing activities include laboratory appraisal and performance measures. Forsythe will investigate and report to the CIAG.

?? It was suggested that an SC information or reference library should be available, perhaps some type of link library. (This may already be part of EIM and not related to the business model.)

?? Not all business activities need to be automated.

?? It must be clear in the interview process that business model activities are not being presented in a prioritized list.

?? Mr. Valdez will address the business model update at the IM Board meeting.

Proposed 4/3/2002 Meeting Agenda

?? Review of Previous Action Items (Rice)
?? Support Center Items (Baker)

Meeting Attendees

March 27, 2002	Name		Organization	Contact Information
	Dilworth–Chair	Greg	SC-14	3-2873
	Rice–Exec. Sec	Pat	SC-65	3-4556
	Baker	Brent	SC-65	3-2345
	Burris	Peggy	SC-4	202-586-7265
	Buswell	Steve	SC-7	6-9741
	Clay	Mitzi	SC-65	3-3717
	Eckstrand	Steve	SC-55	6-5428
	Flynn	Kelly	SC-65	3-3193
	Forsythe	Todd	SC-65	3-6409
	Griffin	Ted	SC-65	3-4602
	Hanlin	Cathy`	SC-23	31965
	Hiegel	Jane	SC-31	3-5800
	Hughes	Gene	SC-65	3-5409
	Oyler	Dean	SC-22	3-6394
	Stodolsky	Marvin	SC-72	3-4475